

MBOE Project Abstract

Title: Improving Workforce Partnership

Owner: Bruce White

Date: 12/10/2012

Workforce Partnership national ranking (a measure of employee satisfaction and engagement) drops from 52nd percentile (2008) to 29th percentile (2011). Analysis of results from employee survey process identifies greatest deficiencies in direct management scores. Target is established for 90th percentile (national benchmark) equating to 80.0% mean score (current mean 70%) for Partnership measure. Countermeasures focus on standard work for management throughout the organization. Subsequent survey process in 2012 demonstrates overall improvement of 3.1 percentage points in mean score (and the associated improvement in national ranking to the 49th percentile). Process of establishing and deploying standard management work continues.